

PRV – Call Center Telephone Inquiry/Callback

Purpose:

The objective of this procedure is to ensure timely and accurate callbacks to providers when necessary. The Customer Service Representative (CSR) assists the provider over the telephone maintaining a courteous and professional approach seeking a resolution to the issue at hand. The CSR determines that the issue needs to be escalated to a unit lead for further assistance. The CSR contacts the unit lead for support and approval. The unit lead returns the providers call within 48 hours with a resolution or an agenda. All calls are notated through an OnBase contact log.

Identification of Roles:

Lead, Quality Assurance (QA) Coordinator, Trainer, Supervisor, Manager

Performance Standards:

Expect completion within 48 hours.

Path of Business Procedure:

Step 1: Incoming call that request callback due to escalated issue

- a. CSR obtains team lead approval for callback by contacting the team lead through the escalation line x7511.

Step 2: CSR completes form and forwards to lead in OnBase client with the following information:

- a. The following should be included on the telephone inquiry form:
 1. Provider number/National Provider Identifier (NP)
 2. Contact name
 3. Contact phone number
- b. Click on the save task

Step 3: Unit lead access the request by going to OnBase client

- a. Click on PRV02-Provider Services
- b. Select PRV 02-Telephone Inquiries
- c. Open the inquiry

Step 4: Research the inquiry and return the phone call to the provider

Step 5: Complete a contact log in OnBase Workview

Step 6: Lead clicks on “Complete-Notify” that sends an email to the CSR

Forms/Reports:

Phone Inquiry Form

RFP References:

6.4.2.3.b

Interfaces:

Onbase

MMIS

Provider

Unit Lead

Attachments:

Process Map

Attachment A:

